



STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

May 27, 2014

Ann Edwards, Director
Solano County Health & Social Services Department
275 Beck Avenue, M/S 5-200
Fairfield, CA 94533

Dear Ms. Edwards:

This letter is to advise you that the revised Corrective Action Plan submitted on May 19, 2014 in response to the results of our August 2013 Civil Rights Compliance Review is approved.

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator. Please have your Civil Rights Coordinator provide our office with an update on corrective actions by July 11, 2014.

If you have any questions, please contact Ms. Tiffany Marsh at (916) 651-6242 or by e-mail at Tiffany.Marsh@dss.ca.gov.

Sincerely,

Original signed by Bureau Chief

JIM TASHIMA, Chief
Civil Rights Bureau
Human Rights and Community Services Division

c: Stephen Betz, Assistant Director, Civil Rights Coordinator

bc: Mike Papin, Chief
CalFresh Policy Bureau

John Mason, Chief
Field Operations Bureau

Sysvanh Kabkeo, Chief
CalFresh Management Operations Section

Taadhimeka Haynes
Staff Services Manager I

Paul Gardes
CalFresh Policy Bureau

Thuan Nguyen
Refugee Programs Bureau

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Andrew Riesenbergl
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Jodie Berger, Regional Counsel
Legal Services of Northern California

Solano County Health & Social Services Department



Mental Health Services
Public Health Services
Substance Abuse Services

Eligibility Services
Employment Services

Children's Services
Older & Disabled Adult Services

Administrative Services

Ann Edwards, Director

275 Beck Avenue, MS 5-200
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SOLANO COUNTY CIVIL RIGHTS CORRECTIVE ACTION PLAN 2014

The County of Solano Civil Rights Office, Solano County Health and Social Services submits to the State of California, Department of Social Services, the following Corrective Action Plan in response to the 2013 Audit of the Solano County Civil Rights Program:

III. DISSEMINATION OF INFORMATION

B. Corrective Actions Informational Element

Auxiliary aids

Corrective Action Required

Solano County shall ensure the availability of large print, Braille, and auditory aids for participants in all of the programs for which CDSS has oversight responsibility.

Div. 21-115.

New auxiliary aids were requested immediately after the conclusion of the audit and are now in place. In addition, the Civil Rights Coordinator directed staff to conduct annual reviews to ensure the new materials are still available and new staff are aware of their location.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

A. Findings and Corrective Actions

1. Facility Location: 1119 E. Monte Vista Ave., Vacaville

Facility Element Restroom

Findings

Women:
Sanitary napkins
dispensers measured high
at 44 ½" on the first floor
and 44" on the second
floor.

Corrective Action

If towel, sanitary napkins,
waste receptacles, and
other similar dispensing
and disposal fixtures are
provided, at least one of
each type is located with all
operable parts, including
coin slots, at a maximum

height of 40". (CA T24
1115B.8.3, ADA 4.23.7) p.
304

This corrections were made on February 18th, 2014

2. Facility Location: 275Beck Ave., Fairfield

Facility Element
Parking

Findings

No additional signage of
"Minimum Fine \$250" displayed
below the sign of accessible
parking.
Access aisles measured short in
width at 4'8" and van access
aisle width at 7'8".

Freestanding
accessible
parking signage
on the far right
side of building
measured low at
78".

Corrective Action

An additional sign or
additional language below
the symbol sign of
accessibility shall state
"Minimum Fine \$250" (CA
T24 1129B.4) p 134
Access aisles should be
located on the passenger
side of a space, and
should be a min. of 18'
long by 5' wide or aisles,
serving car accessible
space.

Access aisle dimensions 8'
wide by 18' long, located on
the passenger side.
(CA T24 1129B.3.1 &
2)(ADA 4.6.3) p. 138

When in a path of travel,
shall be posted at a height
of 80" min. from the bottom
of the sign to the finished
grade. (CA T24
1129B.4)(ADA 4.6.4) p. 134

Restroom

Both Men/Women's doors:
Force to open doors excessive at
10 lbs. **New door closures
ordered for restrooms. ETA May
28th, 2014.**

Interior Door: 5 pounds of
force max. pressure.
(CA T24 1133B.2.5)(ADA
4.13.11(2)(B))

This corrections are scheduled to occur on or before June 30, 2014

3. Facility Location: 435 Executive Court

Facility Element

Parking

Findings

No additional signage of "Minimum Fine \$250" displayed below the sign of accessible parking. Access aisles measured short in width at 4'8" and van access aisle width at 7'8". Freestanding accessible signage measured low at 76"-77".

Corrective Action

An additional sign or additional language below the symbol sign of accessibility shall state "Minimum Fine \$250". (CA T24 1129B.4) p 134 Access aisles should be located on the passenger side of a space, and should be a min. of 18' long by 5' wide or aisles, serving car accessible space. (CA T24 1129B.3.1) p 136 When in a path of travel, shall be posted at a height of 80" min. from the bottom of the sign to the finished grade. (CA T24 1129B.4)(ADA 4.6.4) p. 134

All accessible parking spaces measured short in length at 17",

Parking space dimensions: 9' wide by 18' long. (CA T24 1129B.3.1 & 2) ADA 4.6.3) p 136

This corrections were made on March 10, 2014

Exterior entrance

Force to open door excessive at 10 lbs.

Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 207 Force to open fire door, minimum allowable not to exceed 15 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(1)) p 207

Restroom

Force to open door excessive at 14 lbs.

Interior Door: 5 pounds of force max. pressure. (CA T24 1133B.2.5)(ADA

4.13.11(2)(B))

This corrections were made on February 27, 2014

4. Facility Location: 365 Tuolumne Street,
Vallejo

Facility Element
Parking

Findings

No "Unauthorized
Parking..." signage
displayed at the entrances
to the off-street parking.

Corrective Action

An additional sign shall be
posted in conspicuous
place at entrances to off-
street parking facilities, or
adjacent to and visible
from each space.

The sign shall be 17" by
22" min. in size with
lettering 1" min. high,
stating:

"Unauthorized vehicles
parked in designated
accessible spaces not
displaying distinguishing
placards or license plates
issued for persons with
disabilities may be towed
away at owner's expense.
Towed vehicles may be
reclaimed at _____ or by
telephoning _____."

Blank spaces are to be
filled in with appropriate
information as a
permanent part of the sign.
(CA T24 1129B.4) p 134

Restroom

Men:

2nd Floor: Force to open
door excessive at 10 lbs.

Women:

2nd Floor: Force to open
door excessive at 12 lbs.

Interior Door: 5 pounds of
force max. pressure.

(CA T24 1133B.2.5)(ADA
4.13.11(2)(B))

Interior Door: 5 pounds of
force max. pressure.

(CA T24 1133B.2.5)(ADA
4.13.11(2)(B))

This corrections were made on, March 14th, 2014

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

B. Corrective Actions:

Areas of Action

Documentation if client provided own interpreter

Corrective Action

When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed. Div. 21-116.23

Documentation of interpreter signed confidentiality statement

Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented. Div. 21-116.24

Documentation that bilingual services were provided

Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter. Div. 21-116.22

General

Solano County must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116
Refer to ACL 08-65: Documentation of Interpretive Services and Division 21 Section 21-116 for clarification on information requirements to be documented in case comments/narratives.

New materials were ordered in October 2014. Staff received a refresher training in February 2014 and follow up reviews are scheduled for August 2014.

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Element

Discrimination Process

Corrective Action

Solano County shall ensure staff have knowledge of the discrimination complaint

process and are able to differentiate it from other complaint processes.
Div. 21-117 and 21-203

Staff received a refresher training in December 2013 and February 2014 and follow up reviews are scheduled for August 2014.